

# Levels of Incidents

Levels	Categories	Examples	Response
<b>LEVEL I</b>	<ul style="list-style-type: none"> <li>• Implied (Covert) Threats</li> <li>• Verbal/Mental Abuse</li> <li>• Harassment/Badgering</li> <li>• Inappropriate Tones (threatening)</li> <li>• Inappropriate Gestures (menacing)</li> </ul>	<ul style="list-style-type: none"> <li>• Screaming, yelling, or belligerent tones</li> <li>• Statements like “You’ll pay for this!” or “You’ll be sorry!”</li> <li>• Name calling, berating, or sarcasm</li> <li>• Unfounded criticism like “You can’t do anything right.”</li> </ul>	<ul style="list-style-type: none"> <li>• Report to your Supervisor</li> <li>• Consult with Security, HR, and EAP as necessary</li> <li>• Define/Address the Problem</li> <li>• Document</li> </ul>
<b>LEVEL II</b>	<ul style="list-style-type: none"> <li>• Threatening Gestures</li> <li>• Specific (Overt) Written or Verbal Threats</li> <li>• Property Abuse/Mishandling</li> <li>• Stalking</li> </ul>	<ul style="list-style-type: none"> <li>• Raising hand or object to strike someone</li> <li>• Any written or verbal threat to harm, avenge, or retaliate</li> <li>• Throwing objects, slamming doors, slamming fists on desk, hitting or kicking walls or objects</li> <li>• Monitoring a co-worker’s activities to satisfy personal objectives (unwarranted attention)</li> <li>• Refusing to leave an area (office) when asked to do so</li> <li>• Intentionally crowding to intimidate</li> <li>• Blocking access to or exit from the area</li> </ul>	<ul style="list-style-type: none"> <li>• Report to your Supervisor</li> <li>• Consult with Security, HR, and EAP as necessary</li> <li>• Plan of action (disciplinary action, mandatory anger management referral, victim assistance)</li> <li>• Document</li> </ul>

<b>LEVEL III</b>	<ul style="list-style-type: none"> <li>• “Scuffles” (Physical Contact)</li> <li>• Destruction</li> <li>• Assault – Physical, Sexual, Armed</li> <li>• A presently occurring loss-of-control event creating fear of imminent harm</li> <li>• Unauthorized possession of firearms or other weapons on government premises</li> </ul>	<ul style="list-style-type: none"> <li>• Shoving, grabbing, jabbing, poking, or prodding</li> <li>• Tripping or intentionally bumping or jostling</li> <li>• Breaking equipment</li> <li>• Breaking or putting holes in doors, walls, windows, etc.</li> <li>• Intentional use of objects for purpose of destruction – fire, bombs, chemicals, vehicles, etc.</li> <li>• Any intentional harmful physical contact</li> <li>• Unremitting rampage of loud, threatening, or incoherent speech</li> <li>• Bringing an unauthorized weapon on site</li> </ul>	<ul style="list-style-type: none"> <li>• Activate Emergency Response Procedures – Do NOT try to handle on your own!!</li> <li>• Report to Supervisor</li> <li>• Assist in maintaining calm if possible</li> <li>• Assist in victim care if possible</li> <li>• Leave the area if necessary for your safety</li> <li>• Document</li> <li>• Arrange for debriefing after resolved (all persons impacted)</li> <li>• Coordinate plan of action with HR and EAP after crisis resolved</li> </ul>
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